

**State of Louisiana**  
**Division of Administration / Office of**  
**Technology Services**

**Request For Information (RFI) Related to the**  
**Configuration and Implementation of a Licensing**  
**Management System For the Louisiana Department**  
**of Wildlife and Fisheries, Commercial Licensing**  
**Section (LDWF/CLS)**

**January, 2023**

**RFI # 3000020541**

*This Request for Information (RFI) is for planning purposes only and should not be construed as a Request for Proposal (RFP). This is not a solicitation for offers. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for the services included in the RFI.*

# 1.0 Overview

## 1.1 Purpose of the Request for Information

The State of Louisiana, Division of Administration/Office of Technology Services (DOA/OTS) on behalf of the Louisiana Department of Wildlife and Fisheries, Commercial Licensing Section (LDWF/CLS), collectively referred to throughout this document as “The State”, is seeking information from vendors that are capable and willing to enter into a contract to deliver a Licensing Management System as a replacement application to software currently used and managed by the Commercial Licensing Section. The State is seeking a software solution that includes the following capabilities:

- User portal
- User account management
- Online license applications
- Accounting functions, including but not limited to payment processing, voids, refunds, NSFs, reporting, reconciliations, accruals and prepaids
- User and CLS capable electronic document management
- License management
- Internal and external communications and notifications
- API Integration capability
- Reporting

## 1.2 Objectives of the Request for Information

Understand the level of interest and availability of potential vendors that could provide a Licensing Management System solution to the State of Louisiana. Identify issues, roadblocks, and barriers to successful Licensing Management System implementations.

The State is seeking information regarding vendor interest in and ability to provide services as outlined in this Request for Information (RFI). The Agency is seeking information regarding:

- Vendor experience and successes with design, development and implementation of Point of Sale System with accounting functionality
- Vendor experience and successes in data system inventory, conversion, and enhancement
- Vendor experience and successes in training system users

- Vendor experience and successes in providing Help Desk support

## 1.3 RFI Coordinator

RFI responses must be directed to the RFI coordinator:

Matthew Vince  
Office of Technology Services  
P.O. Box 94095  
Baton Rouge, LA 70804-9095

Phone: 225-342-7105

Fax: 225-219-9475

Email: [pmo@la.gov](mailto:pmo@la.gov)

All communications relating to this RFI must be directed to the RFI Coordinator named above. All communications between respondents and State staff members, other than the RFI Coordinator, concerning this RFI will be strictly prohibited.

## 1.4 Schedule of Events

The State reserves the right to revise this Schedule of Events.

Event Date Time
Public Notice of RFI January 11, 2023
Deadline for Receipt of Questions/Inquiries January 26, 2023 4:00 PM CT
Deadline for State's Response to Questions/Inquiries February 10, 2023
Deadline for Receipt of RFI Responses March 8, 2023 4:00 PM CT

## 1.5 Proposal Preparation Cost

The State will not pay for the preparation of any information or response submitted in reference to this RFI, nor will it pay for any use of response information. The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFI. This includes

preparations for discussions.

## **1.6 RFI Addenda/Cancellation**

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum (if any), does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time, without penalty.

## **1.7 Proprietary and/or Confidential Information**

Pursuant to the Louisiana Public Records Act (La. R.S. 44:1 et.seq.), all public proceedings, records, contracts, and other public documents relating to this RFI shall be open to public inspection. Respondents should refer to the Louisiana Public Records Act for further clarification, including protections sought for proprietary and/or trade secret information. Respondents are reminded that any material within a response to this RFI identified as confidential or proprietary must be clearly marked. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

## **1.8 Written Inquiry/Response Process**

Respondents may submit written inquiries to the RFI Coordinator via email according to the Schedule of Events herein.

The State shall provide responses to all written inquiries, according to the Schedule of Events, in the form of an RFI addendum, posted to the [LaPAC](#).

## **1.9 Proposal Submission**

All proposals must be received by the due date and time indicated on the Schedule of Events. Proposals received after the due date and time will not be considered. It is the sole responsibility of each respondent to assure that its proposal is delivered at the specified location prior to the deadline. Proposals which, for any reason, are not so delivered will not be considered.

### **Hard Copy Submissions**

Hard copy proposal submissions, which should include at least one (1) hard-copy and one (1) digital (flash drive) copy, may be submitted via the U.S. Mail, courier, or hand-delivered:

**If courier mail or hand-delivered****Matthew Vince**

Office of Technology Services  
Galvez Building  
602 N. 5th St., 2<sup>nd</sup> Floor Office 222A  
Baton Rouge, LA 70802

**If delivered by U.S. Mail****Matthew Vince**

Office of Technology Services  
P.O. Box 94095  
Baton Rouge, LA 70804-9095

**Electronic Submissions**

Electronic submissions may be made using the Dropbox File Request system via the following link. Electronically submitted proposals should be in Microsoft Word and/or PDF format.

<https://www.dropbox.com/request/>

**No submissions will be accepted via email.**

## **1.10 Ownership of Proposal**

All proposals become the property of the State and will not be returned to the respondent. The State retains the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this RFI.

## **1.11 Format of Proposal**

All proposals shall be submitted in hard-copy and digital format (PDF or Word is preferred), not to exceed 100 pages, in 10pt. Font or larger according to the following outline:

- **Corporate Background and Experience**

*Responder shall provide a brief description of the company, including a brief history, corporate structure, and organization and the number of years in business.*

- **Business Model for Contracting of Services**

*Responder shall describe its approach to a contract for its services should it be awarded*

*a contract through a subsequent RFP contract, but without providing any cost information in its response.*

- **Approach and Methodology**

*Responder shall describe its proposed solution for delivery of services.*

- **Implementation Timeframe of Solution**

*Responder shall indicate the minimum time frame from contract execution for full implementation of its solution, inclusive of equipment acquisition, configuration, and testing.*

**No cost information shall be included in this RFI response.**

## 1.12 Optional Discussion

To solicit feedback and ask follow-up questions based upon vendor RFI responses, The State reserves the right at its sole discretion to conduct a structured Discussion for respondents to this RFI only. If the Discussions are scheduled to take place, the discussion session will begin with a presentation by the State. Following the presentation, State representatives and the vendor community will participate in a structured question and answer session. An agenda, specific questions and other expected topics for discussion will be e-mailed prior to the discussion. At this time, it is not the intent of the State to have any Respondents give a presentation.

## 2.0 Scope of Services

### 2.1 Background

The mission of the LDWF is to manage, conserve, and promote wise utilization of Louisiana's renewable fish and wildlife resources and their supporting habitats through replenishment, protection, enhancement, research, development and education for the social and economic benefit of current and future generations; to provide opportunities for knowledge of and use and enjoyment of these resources; and to promote a safe and healthy environment.

The LDWF/CLS works toward the Department's mission of conserving, preserving, managing and enhancing the state's aquatic natural resources and habitats. The Section oversees the issuance of Commercial Fishing licenses and permits to the public which contributes to a portion of the revenue received by LDWF. The LDWF/CLS is responsible for the sale of the licenses/permits, the deposit of revenue, and reconciliation of revenue. Currently, the issuance of the licenses and permits is done in person and through the mail. The LDWF/CLS would like

to be able to continue to issue those licenses and permits in person and through the mail and provide an additional option to apply online for licenses/permits. The LDWF/CLS needs to continue to be able to demonstrate best accounting practices while issuing these licenses/permits, depositing revenue and reconciling revenue.

The responder is encouraged to provide detail and invited to suggest and comment on any other related issues not specifically outlined below.

## **2.2 Inventory of Existing LDWF/CLS Data Systems**

Respondents should describe their approach to developing a complete inventory of the existing LDWF/CLS data systems, their interfaces/exchanges, business rules, and other related information. Existing data systems primarily consist of database tables in SQL.

The inventory will be conducted with appropriate oversight by State staff to account for all necessary files and processes.

## **2.3 Conversion of Existing Data to SQL Server Database**

Respondents should describe their approach to analyzing and converting the current LDWF/CLS data sets with the express purpose of establishing an efficient relational database and/or data warehouse structures. These new structures should allow for quick and efficient query, analysis, reporting, and presentation of data.

The State's enterprise standard for database systems is SQL Server. Respondents proposing alternative database systems should describe their alternative solution in detail and explain why the approach is more beneficial to the State. This explanation should include project impacts, and include information regarding any value added in respect to project implementation schedule, ease of implementation, and technology alignment.

## **2.4 Licensing Management System Design, Configuration, Implementation**

Respondents should describe their approach to the design, configuration and implementation of a Licensing Management System which will be used to process application, issue licenses, and process license renewals, user account management, payment processing, revenue collection and management, revenue reconciliation, electronic file management, license management, and data reporting that are managed by LDWF/CLS. The CLS will use a Point of Sale System with accounting functionality as a fully integrated web-based and database-centric platform for the enterprise-wide management of Commercial Licensing.



The State recognizes the various development and deployment approaches to this project and is seeking an implementation preferable to Software as a Service [SaaS] or Commercial Off the Shelf Software [COTS], or some combination of these approaches. Respondents should describe the nature of their proposed solution delivery.

The CLS Licensing Management System provides a number of processes from processing application to the issuance and renewal of commercial licenses:

- Create, read, update, and retire accounts for users
- Create, read, update, and retire unique license credentials (associated with accounts)
- Display historical license information
- Record and manage journals of all monetary transactions
- Posting transactions to appropriate ledger accounts
- Revenue collection, management and reconciliation
- Track refunds and voids
- Generate formatted forms with variable data (receipts, license credentials, notices, etc.)
- Defined user roles
- Detailed transaction history (user, date, time) as licenses are processed, voided, refunded, etc.
- Reporting (predefined and ad hoc)
- Data exports (various formats)
- Upload, view, edit, and associate electronic file documents to user accounts,
- Fee and price management (admin to set dollar amounts for services, processes, purchases, and rental amounts)
- Provide an inventory of existing data tables
- Convert and migrate data from the existing databases
- Maintain data relationships during conversions/migrations
- Provide user manuals and other help documentation
- Perform quality assurance / quality control
- Perform software testing
- Provide access to multiple software environments (development, training, staging, production, etc.)
- License auto-renew functionality
- Securely save credit card payment information for payment after approval
- Manage workflow approval process at different levels within the organization
- Database replication created daily
- Provide business rule documentation
- Ability to integrate with centralized customer record

## 2.5 User Training

Respondents should describe how they will perform multi-level training of LDWF/CLS staff. Training shall be designed in formats appropriate to basic user, advanced user, approver, and system administration levels as specified.

## 2.6 Maintenance & Operations

Respondents should describe how they will support a post-implementation help desk for LDWF staff. Respondents should also describe their approach to providing post-implementation maintenance and operations of the LMS.

## 2.7 Enterprise Integration

Respondents shall describe how their solution will integrate with the State's Identity Access Management/Single Sign On system (Broadcom SiteMinder) for both internal and external users. Integrating systems must use this system for all authentication and authorization functions.

All users, both internal and external, are validated through a common security portal using Security Assertion Markup Language (SAML) for authorization and authentication. Users maintain a single account for use across all consuming systems. The use of JSON Web Tokens (JWT) has also been approved.

The EA Identity and Access Management (IAM) and Single Sign-On (SSO) performs two core functions:

- A single sign-on (SSO) service is provided that enables users across State applications to employ a single user ID for access across multiple systems
- A set of identity and access management functions is provided both for citizens and for business partners.

Respondents shall describe how their solutions will utilize the State's Enterprise Service Bus and API Gateway for all API or real time interfaces, or any interactions with other EA or State technology components. All integrating connections must be made using standard SOAP/REST APIs or connectors or message queues within the Electronic Service Bus or API Gateway. The use of JSON Web Tokens (JWT) may be approved by the State.

Respondents shall describe how their solution will utilize the State's MoveIT platform for all file transfers. The preferred connection method is FTPS (FTP over SSL) which requires a server-side CA certificate-no self-signed certificate will be allowed. 256-bit, FIPS 140-2 validated AES encryption is used to protect any transmitted files from unauthorized use, theft, hacking and/or viewing while stored on State resources. PGP/GPG file type encryption is also required

with an exchange of public keys.

## 2.8 Technical System Implementation Requirements

Contractor shall adhere to the State's Information Security Policy (ISP)-

<https://www.doa.la.gov/doa/ots/policies-and-forms/>

The following requirements apply to all systems implementations:

- Contractor shall incorporate and test accessibility throughout the design and development processes to remain compliant with Section 508 Amendment to the Rehabilitation Act of 1973.